

# IOT Field Operations - 2016

**Who We Are:**

A 54-member group consisting of three teams (North, Campus, South) that provide on-site repair/support services for IOT-provided products statewide.

**Our Mission:**

To keep our customers' IT services functioning as efficiently and effectively as possible.

**Department:** 493006

**Managers:**

Dan Reed (Campus), Steve Shepherd (South), Robert Williams (North)

**What We Do:**

Provide PC, printer, network and remote-server support to all state agencies. Provide hardware break/fix for all IOT-supported equipment. Work with other support groups in IOT to provide and improve our customer service to all state agencies.

**Our Tools:**

vFire      Ticket Management and SLA Measurement

**Our Metrics:**

Mon-Fri 6am-6pm excluding state holidays

Resolve customer break/fix issues within 40 IOT business hours      90%+ G; 87%+ Y; <87% R

**Our Customers:**

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State Department of Education.

**Current Projects:**

- Continuously work with our PC refresh team to replace/upgrade machines statewide.
- Work with the remote server team to replace and consolidate servers throughout the state.